ABSTRACT OF THE DISCLOSURE

A support system for diagnosing printer problems, includes a support server and a printer located remote from the support server. The support server includes a rules engine for parsing printer diagnostic data into components, for analyzing the components and for

5   generating a suggested solution based on combinations of printer diagnostic data and error conditions. The printer includes a printer driver, responsive to a user request for support, for communicating with the support server. Printer diagnostic data may be generated by a usage profile utility resident at the printer or by downloading a printer diagnostic utility from the support server, or a combination of both. Generated printer diagnostic data is sent to the

10   support server where the rules engine parses and analyzes the received data and generates a suggested solution for transmission to the printer.